

Metro United Way



June 1, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

Metro United Way 2-1-1 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Metro United Way 211 is limiting its comments to the status of 2-1-1 service in Kentucky.

Metro United Way 2-1-1 employs 60 plus employees and since September 01, 2006 has provided 2-1-1 service/is preparing to provide 2-1-1 service to Louisville, KY Metropolitan area and the eleven surrounding counties in Kentucky and Southern Indiana reaching a population of 1.3 million people. The database of service providers used for making referrals has listings for 911 agencies and 2760 programs in its database. In the past 9 months our 2-1-1 call center received an average of 2548 calls answered monthly. Since launching 2-1-1 service Metro United Way 211 has answered a total of 17,737 since launch.

The most common reasons clients give for calling Metro United Way 2-1-1 are Housing/Shelter and Emergency Shelter, Utilities Assistance, Health/Healthcare costs/ Related Issues, Job loss & Financial Asst/ Support and Food. During the first eight months of service the Metro United Way has helped scores of people in our community. In the second week of December 2006 a single working mother turned to Metro United Way 2-1-1 for guidance when her home burned down two weeks before Christmas. 2-1-1 provided information on emergency and long term shelter, clothes, and financial assistance so her children could still have Christmas. A grandmother rushing to the city from a rural area turned to 2-1-1 to located an intermediate care center where she could take her ill grandson that was closest to her and her route to the city as well as being open on a Sunday morning. The

Trimble County Kentucky, (which is one of the rural counties near Louisville serviced by 2-1-1), Sheriff's Department deputies have turned repeatedly to the Metro United Way 2-1-1 for information on services such as child cares, mental health assistance and to locate a shelter in Louisville that could help a homeless black female with a place to stay until she could get on her feet.

As a result of a major train derailment in Bullitt County Kentucky during January 2007, the Metro United Way 2-1-1 provided support to the Kentucky Emergency Management Agency Emergency Operations Center (EOC) by providing the public information on evacuation, access to certain areas, health issues and duration of cleanup operations.

The Metro United Way 2-1-1 has worked closely with community partners, including KIPDA, Seven Counties Services, and the Kentucky Emergency Management Agency and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in cursive script that reads "Glen Powell".

Glen Powell,
2-1-1 Director
Metro United Way